



PERFORMANCE REPORT

PERFORMANCE RESULTS

FISCAL YEAR 2019

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INTRODUCTION

I am pleased to present the performance report for the Iowa Department for the Blind (IDB) for fiscal year 2019. This report is provided in compliance with sections 7E.3, 8E.210, and 216B.7 of the Code of Iowa. It contains information about the results achieved during the past fiscal year due to the services provided by the Iowa Department for the Blind.

The Workforce Innovation and Opportunities Act (WIOA) mandates that we devote 15% of our federal vocational rehabilitation funding to provide pre-employment transition services to youth ages 14-21. This mandate continues to propel us to seek out new and innovative ways to serve youth more effectively. We have continued to expand our summer teen program and weekend retreats. We entered into four contracts with service providers to increase the number of pre-employment transition services we provide to students with disabilities. These contracts will go into effect in early SFY20. These trainings will target improving workplace readiness, soft skills, and self-confidence as well as facilitating greater access to career exploration and work-based learning. We have continued to partner with Iowa Educational Services for the Blind and Visually Impaired (IESBVI). Staff travel weekly to provide training in job seeking skills, career exploration, assistive technology training, and other blindness skill training services to students participating in their 4Plus program held on the campus of the Iowa School for the Deaf in Council Bluffs. We hired four new vocational rehabilitation teachers to serve youth and adult clients in their communities throughout the state providing essential blindness skills training including independent travel using the long white cane, using computers, phones, and other technology with speech, magnification, and braille, the reading and writing of braille, and home and personal management skills. Spearheaded by our library team, we developed braille literacy initiatives to improve educational achievement and job readiness for the youth we serve. We hired an accessible media specialist to improve access to learning management systems and other digital educational tools for the K-12 students served through our educational media center. We also added an additional braille transcriber and electronic services librarian to improve the speed and efficiency with which we provide materials in alternative formats to these students.

We began work on our 2020 Vocational Rehabilitation State Plan. We entered into a contract with San Diego State University to perform a comprehensive statewide needs assessment. Results of this assessment will be available in December 2019 and this report will help us to make data driven decisions regarding future programs and services.

In March 2019, we were pleased to announce that IDB had achieved certification as a Points of Light Foundation Service Enterprise. This certification was the culmination of a two-year effort to improve our capacity and processes around better utilizing volunteers across our entire agency. Throughout this process, we received invaluable training and technical assistance from Volunteer Iowa.

In order to improve outreach and expand awareness regarding the many services that IDB provides, we produced a series of short videos highlighting our program areas and volunteer opportunities. These videos can be found on YouTube or through our website at: <https://blind.iowa.gov/idb-overview-videos>. This page also highlights the video created by the Legislative Services Agency about IDB in 2017. We will use these videos in presentations to community groups, new client orientation, and to generally improve the amount of information available regarding our programs and services to the general public.

We continue to work with our WIOA partners to improve access for our clients to Iowa Works employment services. In addition to the work that our administrators are doing on the state level, our vocational rehabilitation counselors continue to be active participants in local workforce Disability Access Committees and engage with our core and required partners.

Like most other VR agencies across the country, the additional reporting requirements and redistribution of resources necessitated by the Workforce Innovation and Opportunities Act (WIOA) has resulted in a decline in the number of clients exiting in employment. While the changes that WIOA brought about needed to happen and will eventually create more sustainable and higher quality outcomes, this will take time to come to fruition. In order to improve the quantity of clients exiting our program into employment and the quality of the employment those clients obtained, in December 2018, we organized our vocational rehabilitation teachers, counselors, and center instructors into four regional teams. These teams were tasked with increasing the number of clients attending our orientation center, improving the recording of client measurable skill gains, increasing the number of clients exiting in employment, and improving the average hourly wage of clients exiting in employment. The teams were also asked to design and implement community based trainings focused on serving the needs of the particular clients they serve in their local areas. These trainings help clients to feel less isolated while increasing the amount of training they receive. At the end of SFY19, new goals were set for SFY20. These goals gave groups clear targets and objectives to help them to focus their limited time and energy on improving documentation of services provided, ensuring that all active clients are being contacted and provided with needed services in a timely manner, and encouraging clients to work toward and obtain employment at a level that will enable them to be self-supporting and remove reliance on public support.

Our Independent Living Program has now used the cluster based service delivery model that we developed with assistance from the Older Individuals Who Are Blind Technical Assistance Center (OIB-TAC) for a full year. Anecdotal evidence and preliminary data gathered suggest that this model has improved client objective achievement and skills retention. In SFY20, we will work with staff from Mississippi State University to study the data more closely and share this information with colleagues nationwide. The legislature and Governor approved our request to

hire a sixth field teacher in SFY20 and this will allow us to reduce caseload sizes and improve the efficiency of this service delivery model in the years to come.

The IDB's orientation center continues to prepare students to participate in vocational training programs and pursue gainful employment by offering comprehensive blindness training to vocational rehabilitation clients. We have hired a careers and life skills instructor to ensure that clients have crucial skills such as budgeting and basic financial literacy as well as ensure that they leave the center with a plan for continuing their education or obtaining employment. The center expanded its confidence building activities to include volunteering with Habitat for Humanity. Students were able to use the skills they have been learning in industrial arts classes to serve the community. The Orientation Center is continuing to partner with Independent Living staff to host two week-long trainings for IL clients. This partnership allows teachers to stay in the field and serve other clients and improve efficiency. This will expand to three sessions in SFY20. The center provided intensive training to new staff to ensure that they have a positive view of blindness and the capabilities of the blind people with whom they will be working to sixteen new staff members in SFY19.

The library purchased and installed a radio frequency identification (RFID) system that will streamline the checking out of books and equipment. This system will be fully operational in SFY20. The library's SOAR Saturday program provided six opportunities for youth and their families to participate in literacy enriching fun activities and check out library books. Activities included a story trail in the skyways, learning to garden with a blind master gardener, building their own musical instruments, and much more. This program will continue and expand in SFY20. The library obtained two AmeriCorps Vista volunteers who worked to provide summer reading programming across the state. They took an accessible program that taught youth and their families about space to libraries across the state. They provided outreach about library services to assisted living facilities in these communities as well. Plans were also developed for a youth library space and College and Career Commons to be created in SFY20. These spaces will allow our library to provide additional training and support to the youth we serve.

While we are excited by the progress we made this year, we must continuously reevaluate all aspects of our performance to ensure that we provide outstanding service to all blind Iowans. As we move forward, the IDB will continue to respond to changing technology, new opportunities, and the needs expressed by blind Iowans and we will strive to develop innovative programs to empower them to secure gainful employment and live independently.

Emily Wharton, Director, Iowa Department for the Blind

Department Overview

The Iowa Department for the Blind is the state agency charged with providing vocational rehabilitation, independent living, library, and other essential services to Iowans who are blind so that they can live independently and work competitively. The policies and procedures of the Department are based on state and federal law, including chapters 216B, 216C, and 216D of the Code of Iowa, the Rehabilitation Act of 1973, as amended, and the Randolph-Sheppard Act.

MISSION, VISION, VALUES AND CULTURE OF THE IOWA DEPARTMENT FOR THE BLIND

Mission Statement

Empower blind Iowans to be gainfully employed and live independently.

VISION STATEMENT

To be the world's leader in blind rehabilitation services.

VALUE STATEMENTS

We value blind Iowans therefore:

- *We believe in each individual's ability to be independent*
- *We act with a sense of urgency and responsiveness in serving every individual*
- *We support each individual's right to informed choices*
- *We value engagement and independence for individuals of all ages*
- *We promote a positive attitude toward blindness*
- *We expect blind persons to achieve their full potential*
- *We provide opportunities for blind persons to be fully contributing members of their communities*

All staff are valued and expected to demonstrate:

- *Passion for what we do every day*
- *Commitment to make positive differences in the lives of blind Iowans*
- *Respect for the contributions of each staff member*

- *Ethical behavior, honesty, integrity and trustworthiness*
- *Innovative and proactive approaches in serving each client.*
- *Progressive and professional leadership*
- *Collaboration and teamwork that benefits each individual we serve*
- *Collaboration with community, local, state, and federal partners*

OUR CULTURE

We use a client-centric approach to empower clients to achieve successful outcomes.

CORE FUNCTIONS

The Department's three major service areas are vocational rehabilitation (VR), independent living (IL), and the library for the blind and physically handicapped.

1. VOCATIONAL REHABILITATION

The VR program assists Iowans who are blind in preparing for, obtaining, and retaining employment. Applicants are made eligible based upon their visual disability, their need for VR services, and their intent to work. The VR counselor and the eligible individual jointly identify an employment goal and the services needed to achieve it.

KEY SERVICES AND PRODUCTS: Services may include:

- Training to help individuals achieve the vocational goals they have selected such as vocational training or post-secondary education.
- Job placement services. VR counselors help job seekers develop job-search plans, write résumés, practice interviewing, and locate job and placement resources.
- Rehabilitation technology services. Through such services as job site assessment, procurement of assistive technology, and training in the use of adaptive equipment, blind employees can perform their jobs competitively and efficiently.
- Post-employment follow-up. After individuals have achieved their employment goals, VR counselors can continue to serve as a resource to both employees and employers.

VR staff members also participate in outreach activities, such as:

- Participation in job fairs, technology expos, and speakers' bureaus.

- Provision of information on the Americans with Disabilities Act (ADA); job site assessments and accommodations information, and referral to appropriate vendors.
- Partnership with other employment programs to facilitate the recruitment of qualified blind employees.
- Advice on assistive technology to public agencies and employers so that technology available to the general public is also accessible to blind persons.

DELIVERY MECHANISMS FOR PROVIDING SERVICES:

The VR counselors travel statewide to provide guidance and counseling to blind Iowans to ensure they get the training and services they need to reach their employment goals.

The adult orientation center is a residential training program for clients of the VR program. Located in Des Moines, the center provides in-depth blindness skills training to students so that they can return to their home communities to live independently and work competitively. Students receive training in four areas: 1) development of self-confidence; 2) blindness skills, including cane travel, home and personal management, industrial arts, Braille, and computer; 3) job readiness; and 4) public education.

The Department's business enterprises program (BEP) provides opportunities for legally blind clients of the VR program to manage their own vending and snack bar businesses located throughout Iowa in public and private buildings and at rest areas along interstate highways.

Finally, VR staff work with a variety of suppliers of goods and services. The Department purchases direct services for our clients from educational and training institutions, community rehabilitation programs (CRPs), medical service providers, and others. The Department also works with assistive technology developers and vendors who produce equipment many of the Department's clients require to achieve their goals.

2. INDEPENDENT LIVING (IL)

The IL program provides services to Iowans who are blind or have significant vision loss and are 55 or older or who are blind or have significant vision loss under the age of 55 years with multiple disabilities to help them live more independently in their homes and live productively within their communities in all 99 counties of Iowa. Eligibility criteria must be met to qualify for program services. When an individual is eligible for program service and it is found that due to significant needs in an area of IL, and where the individual chooses not to participate in Vocational Rehabilitation, and where there is a reasonable expectation the individuals will benefit from IL program services, the individual may be served under this program.

KEY SERVICES AND PRODUCTS: To prevent the premature institutionalization of blind Iowans, the IL program staff may refer individuals accordingly to other program services that will optimize IL

training outcomes or will directly provide the following service or products: adjustment to blindness counseling and guidance, mobility and orientation skills training, communications skills training, assistive technology skills training, daily living skills training, leisure skills training, public transportation options training, self-care training, self-direction training, interpersonal skills training, information and referral, and group training such as Community-Based training, and IL Senior Orientation-Integration. In addition, individuals served will be referred to blind Iowa consumer and support groups where they can receive peer advocacy and support as needed or desired.

DELIVERY MECHANISMS FOR PROVIDING SERVICES: There are three basic service models to provide IL services.

Regional Cluster Service Training (RCST) Model: This model provides individualized or group skills training over a period of three to four consecutive weeks within each identified service area/region or regional cluster. Sessions within the region may be repeated if needed with the next service delivery cycle or cycles to ensure the individual(s) served are able to:

1. Retain the information between training or service visits;
2. increased achievement in their training objectives in a shorter period of time; and
3. increased satisfaction by use of this service delivery model.

This past year, this model assisted individuals with achieving 571 training objectives. This means that the individuals served were able to successfully complete certain disability-related skills training objectives set within their Independent Living plan. In the months to come, we will be working with Mississippi State University's (MSU) Older Individuals who are Blind Technical Assistance Center (OIB-TAC) to determine if this RCST model is making effective contribution or if we need to consider making further changes to this model. If the model is effective MSU-OIB TAC plans to publish their findings and share out the data and information with other Independent Living Older Blind programs across the country.

Community-Based Training (CBT): A CBT is generally a six-hour group training (i.e. one day or split into two-three hour sessions) that provides Iowans experiencing vision loss or who are blind an opportunity to learn basic non-visual IL disability-related skills. The hands-on training is geared to boost individual self-confidence and often inspires participants to learn more. A CBT scheduled for less than six hours of training requires program administration approval.

Finally, the CBT provides participants with an opportunity to meet with other Iowans who are blind or who are losing their vision; gives them the opportunity to exchange information with each other as well as share experiences, and provides opportunity for participants to learn from one another.

Independent Living (IL) Senior Orientation Integration: IL Senior Orientation Integration is a group training model sponsored by the Iowa Department for the Blind's Adult Adjustment & Orientation Center (OC) and in partnership with the IL program. While somewhat similar to the Senior Orientation (SO) model, there are subtle differences. Some of the differences and benefits are summed up as follows:

1. Where available, each IL program client is assigned to an OC student who has demonstrated they are a positive role model and are willing to share their positive attitude about blindness with others;
2. A mentor is selected and invited to participate in a lead role for all new IL program participants. The mentor was a former participant in this training program and successfully completed this training;
3. Through the week long OC training exposure, IL clients have an opportunity to consider the Vocational Rehabilitation (VR) and Orientation Center (OC) program training and services; and
4. Additional opportunities exist for IL clients to network with other blind students; those who use OC services as well as to attend an integrated training session of the Business of Blindness class. This opportunity helps to broaden each participating IL client's prospective related to skills and attitudes of blindness.

We once again noted over this past program year, partnering with the OC and managing this program in this fashion frees up IL program human resources allowing most IL division staff to remain working in the field serving clients while program services are delivered primarily by OC staff.

In the event that Senior Integration (SI) is not available, Senior Orientation (SO) will be made available to program clients. This program, while similar to SI, has the availability to host one week of training for program clients at the Department in Des Moines. It is designed primarily for individuals age 55+. Clients are given the opportunity to meet others who are going through similar experiences as a result of vision loss or blindness. Clients travel to Des Moines and spend a week which is devoted to learning and building non-visual skills that will help them adjust to their vision loss/blindness and build their confidence. IL division staff plan, coordinate, and deliver these program services related to this training model.

3. LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED

The library provides reading materials free of charge to Iowans who cannot use standard print because of blindness, physical disability, or reading disability.

KEY SERVICES AND PRODUCTS: The library circulates books and magazines in digital media, in Braille, and in large print to eligible borrowers throughout Iowa. The library maintains a collection of over 130,000 book titles and makes available to its borrowers over 150 different magazines. Because the library is a cooperating member of the National Library Service for the Blind and Physically Handicapped (NLS) of the Library of Congress, its borrowers have access to all NLS services.

DELIVERY MECHANISMS FOR PROVIDING SERVICES: The library:

- Transcribes print materials into Braille and audio formats. Employment-related, educational, and leisure materials not already available in alternative media are transcribed for the collection and upon request.
- Assists Iowa students with their textbook, research, and career needs through the library's Instructional Material Center.
- Provides independent access to the library's collection through the web-based on-line public access catalog (OPAC). The OPAC allows borrowers to search the collection and select and reserve books.
- Maintains digital playback machines and digital devices for borrowers to listen to recorded media.
- Provides programs and trainings for all ages to promote literacy, college and career exploration and continuing education.

CUSTOMERS AND STAKEHOLDERS

The Department's primary customers are blind and severely visually impaired Iowans who have very specialized needs that cannot be met elsewhere. Referrals of persons who need the Department's services come in many forms and from many sources, including from individuals themselves, relatives and friends, the library, doctors and other health and community service providers, schools, institutions, and other agencies.

In developing the Department's programs and policies, we actively seek input from advisory councils, consumer organizations of the blind, individual blind persons, and blind staff who also make up part of the customer base. Two of the three members of the policy-making Commission for the Blind are blind. Knowledgeable and politically active, the Department's customers are highly interested in the agency's policies, procedures, and practices. They support the Department's culture and participate in strategic planning.

The library also serves individuals and institutions such as the physically disabled and reading disabled, blind residents of nursing homes, campus offices for disabled students, restaurants, and others who need materials in alternative media. Through the VR program, the Department serves such customers as area education agencies and employers, and through the IL program, the Department provides in-service training to group homes, senior centers, and other community organizations.

ORGANIZATIONAL STRUCTURE

The Department is part of the executive branch of state government. It operates under the Iowa Commission for the Blind consisting of members appointed by the governor. The commission is 100% consumer controlled. Pursuant to chapter 216B of the *Code of Iowa*, the commission has authority to set policy and review all major components of the Department's programs. The

commission hires the department director. The director reports directly to the commission and the governor.

LOCATION

The Department is located in a six-story building at 524 4th Street in Des Moines. The building is accessible to people with disabilities.

NUMBER OF STAFF

On June 30, 2019, the Department had 69, permanent, full-time employees and 10 employees in temporary employment status. Twelve of the permanent full-time staff are domiciled at various other locations. Employees work in the areas of administration, service provision, and support. Contract workers were covered by the American Federation of State, County, and Municipal Employees (AFSCME) collective bargaining agreement through June 30, 2019. The Department also relies heavily on volunteers to satisfy staffing needs.

BUDGET

Operations of the Department are financed primarily through general fund appropriations from the Iowa General Assembly and formula grants from the U.S. Department of Education. The budget relies heavily on federal matching funds.

AGENCY PERFORMANCE PLAN RESULTS

CORE FUNCTION: VOCATIONAL REHABILITATION & INDEPENDENT LIVING SERVICES

Description: The Department provides vocational rehabilitation services to assist Iowans who are blind in preparing for, obtaining, and retaining employment. The desired outcome for all vocational rehabilitation clients is that they will achieve competitive integrated employment that aligns with their individual strengths, interests, priorities and needs. Our team works to remove barriers that prevent a person who is blind from working, to guide and counselor clients to develop employment goals, and to network with employers on behalf of persons who are blind. Clients receive a wide variety of services including assessment, training, rehabilitation technology services, and job placement services. In addition, the Iowa Department for the Blind provides a number of services to employers and partner agencies to assist with not only creating opportunities for clients, but also to help meet Iowa's workforce needs.

Why we are doing this: To increase the productivity and independence of blind Iowans.

What we're doing to achieve results: Vocational rehabilitation staff have provided assessments, training, guidance and counseling, referrals, employer assistance, job placement, rehabilitation technology services, post-employment follow-up, and coordination of community services to eligible individuals. In addition, the Department staff has served on Regional Workforce Boards, provided a range of services to businesses and partner agencies, and participates in Employment First initiatives. The Iowa Department for the Blind counselors have been actively collaborating with partners and employers to connect clients to opportunities to achieve competitive, integrated employment.

Key Results

Performance Measure	Target	Result
Ratio of average VR wage to average state wage as a percentage.	80%	75%
Number of New Referrals	1,075	656

What Happened: The Department sets an aggressive target for the ratio of average VR wage to state wage measure, as we believe in assisting blind Iowans in obtaining employment that is on par with individuals who do not have disabilities. The wage ratio fell short of the 2019 target with clients closed in employment achieving wages somewhat less than average wages for all

workers in Iowa. During SFY19, the average hourly earnings for a client of the Department was \$15.12 per hour and the individuals worked an average of 29.32 hours per week.

Due to its belief in the capabilities of blind Iowans, the Department exceeded the target set for the percentage of VR cases closing in competitive employment. For some clients, attaining an outcome of “homemaker” after receiving skills training is appropriate. However, the Department strives to achieve employment outcomes where the VR client is working for competitive wages. This objective is reflected in the results.

Data source: The Department’s case management system.

Resources: The Iowa Department for the Blind is funded through a combination of 78.7% federal funds and is matched with 21.3% of non-federal funds that are required to generate the federal funding. State appropriation for FY19 was \$2,167, 622.

Services / Products / Activities of Vocational Rehabilitation and Independent Living Services Core Function

Product: VR Services

Description: The Department seeks to achieve a quantity and quality of employment outcomes for blind Iowans consistent with the standards set by the federal Rehabilitation Services Administration. The Department achieves this through vocational rehabilitation services for blind and visually impaired adults and transition age youth.

Results

Performance Measure	Target	Result
Percentage of closures with an employment outcome after receiving services.	80%	40%
Percentage of transition age youth who obtain work experience prior to graduation from high school	75%	83%

What Happened: The percentage of clients achieving their competitive employment goals in 2019 (“status 26”) was 40% percent. The target for the percentage was not met for the state performance plan. The average hourly earnings for a person who is blind placed into competitive and integrated employment by the Iowa Department for the Blind was \$15.12/hour and they worked average of 29.32 hours per week. The percentage of VR case closures that result in an

employment outcome depends on job availability and client skills and experience. During fiscal year 2019, the Iowa Department for the Blind has continued to see an increase in the number of individuals with the most significant disabilities, requiring new strategies and partners to be developed so that clients are able to increase skills and develop appropriate work experience to be competitive. We are developing and providing trainings to community rehabilitation partners and state partners to ensure that individuals who are blind receive quality services so that they can meet their employment goals. The Department continues to work on job development methods and continually seeks new techniques to improve employment outcomes, particularly for those clients who have experienced difficulty obtaining employment due to a weak work history, lack of skills, or secondary disabilities. In addition, we have had a number of individuals over the past year exit services and choosing to continue supporting themselves through public benefits. As a result, the Department has provided benefits counseling training to several counselors and the employment specialist to ensure that individuals understand the choices they are making with regard to their benefits and employment. The Department's aim is that through skillful counseling and motivation, fewer clients will lose interest in working.

Activity: Adult Orientation and Adjustment Training

Description: The orientation center is a residential blindness training program available to vocational rehabilitation clients of the Iowa Department for the Blind. It provides in-depth, individualized blindness training to those with significant vision loss aged 17 and older so they can return to their home communities confidently equipped to work competitively and live independently.

Results

Performance Measure	Target	Result
Results on skills and attitude assessments for students who have completed orientation center training.	90%	75%

What Happened: There were only eight surveys completed during FY19. With smaller sample sizes, when someone has a different response, this carries more change than it would with a larger sampling. Nineteen students were in the orientation center during fiscal year 2019. Nine of these students began their center training in fiscal year 2019. Although some students had to leave the program early due to health or family issues, others have returned to work, are looking for employment, or pursuing higher education. For example, one is working in transition, one is completing training in the Business Enterprise Program, and several others are working on

college degrees. Instead of consuming tax dollars, these individuals are or will soon be paying taxes and contributing their talents to the benefit of Iowa.

Eleven transition students participated in the LEAP program, which was also housed in the Orientation Center for the summer. These students worked on daily living skills as well as got a chance to focus on the skills of blindness; such as travel with the long white cane, braille, computers, home management and industrial arts.

Service: Business Enterprises Program

Description: The business enterprises program (BEP) provides opportunities for legally blind vocational rehabilitation clients of the Iowa Department for the Blind to manage their own businesses -- operating vending machines, road side vending sites, or snack bar/catering services. These businesses are in federal, state, county, municipal, and private locations throughout Iowa.

Results

Performance Measure	Target	Result
Average net income to vendors	\$55,000	\$43,003

What Happened: The number of blind managers, 17, has changed during this reporting period. The average income per manager was down in 2019 due to a variety of factors. Some increased revenues through decreased operating costs and having three managers running multiple locations. At least one manager experienced a significant illness affecting assigned operations and bringing the average income down. Managers continue to use creative methods to deal with current economic realities, including switching to items with a greater margin of profit, and keeping prices in line with nearby competition. Increased marketing and responding to customer demands for different products continues. Healthy vending and additional food service options also remain in the forefront in our industry. We have continued to install cashless vending payment options in our facilities as our budget has allowed. The results have been positive overall and have shown a need for credit card based payment options in our rest areas. Customer demands for cashless payment options are changing rapidly, and our involvement in this arena will have to increase. Over the past year our program has not expanded. Managers continue to explore locations in the private sector. This can increase their bottom line, visibility, and shows self-motivation and initiative. The need to find increased opportunities for locations is paramount. When the opportunities come forth, the recruits will continue to follow. Decreased income in the program in prior years has motivated managers to successfully streamline their

businesses, and become more efficient in maintaining profit. Our managers realize that it is essential to work hard to maintain their margins and control costs to make them profitable. Managers and staff continuously seek business opportunities and candidates for our program as we move forward. In the coming year, a Program Administrator who has BEP as a primary responsibility will be hired which is expected to yield positive results.

Product: Education and Outreach

Description: The Department engages in a variety of outreach activities to promote the Department's services, generate referrals to the Department, and to educate service providers and the general public, including newly blind persons, regarding the capabilities of persons who are blind.

Results

Performance Measure	Target	Result
Number of in-service training sessions conducted for community service providers.	23	31

What Happened: The Department uses a variety of strategies to inform the public about the Department's services and to educate the public about the capabilities of blind Iowans. In addition to traditional outreach efforts, the Department conducted in-service training to in-home health providers, staff at community rehabilitation programs, and staff at long-term care facilities. As a result of the training delivered, service providers were better able to identify individuals they serve who have visual impairments, help them address basic needs related to vision loss, and help connect them with the resources available through the Department. In this regard, the provision of in-service training served to both increase referrals to the Department and increase the capacity of other providers to better serve individuals with vision loss.

CORE FUNCTION: LIBRARY SERVICES

Description: The Iowa library for the blind and physically handicapped acquires, manages, and circulates information to eligible borrowers. Collections may include books, journals, data bases, videos, state and federal documents, and access to web sites.

Why we are doing this: To provide access to information to blind and visually impaired Iowans in specialized alternative media so they can obtain or retain employment, pursue

educational goals, and meet all other personal needs consistent with each individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

What we're doing to achieve results: The library produces and circulates books and magazines on digital media, in Braille, and in large print to eligible borrowers throughout Iowa.

Key Result

Performance Measure	Target	Result
Number of Iowans Using Services	6,500	5,666

What Happened: The number of Iowans using services in 2019 was 5,666. Iowans who cannot read standard print gathered and used information from books, magazines, newsletters, educational, job-related, and personal materials to pursue education from kindergarten through advanced post-graduate degrees, acquire and maintain a wide variety of jobs, manage personal affairs (including medical and financial), participate in community activities and in the democratic process, and read for leisure and personal enrichment. They also received information on other services available to them through a variety of sources. The number of Iowans using library services fluctuates each year and is dependent on public demand.

Data sources: The Department's automated circulation system.

Resources: Total spending for the library was \$1,291,577.

Services / Products / Activities of Library Services Core Function

Service: Circulation of library materials.

Description: The library maintains a collection of over 130,000 book titles and makes available to its borrowers over 150 different magazines. Because the library is a cooperating member of the National Library Service for the Blind and Physically Handicapped (NLS), its borrowers have access to all NLS services.

Results

Performance Measure	Target	Result
Number of items (books, magazines, and playback units) circulated.	280,000	289,940

What Happened: The library exceeded its circulation target by 9,940.

Iowa's patrons continued borrowing more magazines and more digital books than the previous year. The increase in the use of BARD (the National Library Service's download site) and its mobile application contributed to the most significant increase in Iowa patrons borrowing materials in all formats. Download and duplication on demand services contributed to increases in circulation. Locally produced materials; including magazines and books, continue to show increases in circulation.

Service: Access to downloadable books online through BARD (Braille and Audio Recording Download)

Description: BARD, Braille and Audio Download, includes the National Library Service's download site and mobile application. It allows Iowa patrons to download materials in both electronic Braille and audio to their computers, tablets, mobile phones and other devices. Iowa's library contributes to the BARD collection by adding locally produced books and making them available to library patrons. BARD usage continues to increase and is another tool for patrons to access library materials.

Results

Performance Measure	Target	Result
Number of items downloaded from BARD.	39,000	46,024

What Happened: 36,582 items or materials were downloaded from the BARD service. The BARD service provides library patrons with another tool to access information and library materials.

Service: Production of materials in alternative media.

Description: Employment-related, educational, and leisure materials not already available in alternative media are transcribed for the collection and for patrons upon request.

Results

Performance Measure	Target	Result
Number of items produced in alternative media.	1,400	1,875

What Happened: Necessary documents were transcribed and produced in alternative formats and used by students from pre-school through postgraduate to continue their education; employed lowans were able to read work-related materials (e.g., handbooks, product brochures, memos, etc.) and thus remain competitively employed; reading-disabled lowans were able to manage personal, medical, and financial affairs independently.

The number of items produced in alternative media for 2019 was 1,875.

Service: Instructional Materials Center (IMC)

Description: The IMC produces and locates textbooks and other educational materials in alternative formats for Iowa's Pre -K-12 and college students who cannot use standard print, and it locates job-related materials for employed lowans who cannot use print. Alternative formats include; audio, braille, electronic text and large print.

Results

Performance Measure	Target	Result
Number of educational and vocational requests filled by instructional materials center.	1,100	1,537
Percentage of instructional materials center requests filled in a timely manner.	97%	98%

What was achieved: The number of requests for educational and vocational materials filled was 1,537 As a result, students and workers received the textbooks and work-related materials they needed in a format they can use.- Allowing them to continue their education and maintain employment.

CORE FUNCTION: RESOURCE MANAGEMENT

Description: Provides all vital infrastructure needs necessary to administer and support agency operations.

Why we are doing this: To ensure effective administration of the Department for the Blind.

What we're doing to achieve results: In addition to exercising stewardship over resources and other administrative functions the Department is working on the replacement of two operating systems for the library's circulation processes and vocational rehabilitation case management.

Key Results

Performance Measure	Target	Result
Number of reportable comments in the annual audit.	0	2

What Happened: The auditor released the state's single audit report on March 28, 2019 for fiscal year 2018. The auditor found two reportable issues. The accounts receivable reported was understated, capital assets and associated depreciation were understated. These issues have been corrected and systems have been put in place to prevent future occurrences.

Data Source: Annual audit report issued by Iowa's Auditor of State.

Services / Products / Activities of Resource Management Core Function

Service: Department administrative services

Results

Performance Measure	Target	Result
Number of compliance issues raised by federal agency during monitoring visit.	0	0
Percent of compliance with Accountable Government Act.	100%	100%

What Happened: The National Library Service conducted an on-site monitoring review during August 25-26, 2016. The report issued pursuant to the review did not cite any compliance issues.

AGENCY CONTACTS

This report is available at www.IDBonline.org. Copies of the report can also be obtained by contacting Cheri Myers at cheri.myers@blind.state.ia.us or 515-250-2936,

PERFORMANCE PLAN FOR FY2020

Name of Agency: Department for the Blind				
Agency Mission: To empower blind Iowans to be gainfully employed and live independently.				
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Link to Strategic Plan Goal(s)
CF: Vocational Rehabilitation Services & Independent Living				
Desired Outcome(s):				
Increase productivity and independence of blind Iowans	Ratio of average VR wage to average state wage as a percentage.	75%	75%	Department goal number one as stated in the strategic plan.
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. Org# VOCR A. VR Services	Percentage of closures with an employment outcome after receiving services.	60%	40%	Vocational rehabilitation counselors meet regularly with rehabilitation teachers, employment specialists, assistive technology specialists, and orientation center instructors to maximize services for each client..
	Percentage of transition age youth who obtain work experience prior to graduation from high school	75%	83%	Provide targeted services to youth ages 14 to 21. Services include counseling regarding careers and post-secondary options, work-based learning experiences, work place readiness training, social skills and independent living skills training, and training in self-advocacy, including opportunities

				for peer interaction, mentoring and confidence building activities.
B. Adult Orientation and Adjustment Center	Results on skills and attitude assessments for students who have completed orientation center training.	80%	75%	Using the structured-discovery approach to instruction, provide comprehensive residential training to blind adults in the skills of blindness and the development of a positive attitude toward blindness.
C. Business Enterprise Program	Average net income to vendors	\$55,000/yr	\$35,391	Provide effective vending management assistance and continually seek new, profitable locations for vending facilities.
2. Org# VOCR/INDL A. Education and Outreach	Number of in-service training sessions conducted for community service providers	23	31	Increase the capacity of community-based service providers to meet the needs of older Individuals who are blind.
B. Education and Outreach	Number of Independent Living Objectives Met	500	571	Using the structured-discovery approach to instruction, provide comprehensive residential training to blind adults in the skills of blindness to enable them to live independently in their communities.
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Link to Strategic Plan Goal(s)
CF – Library services				
Acquires, manages and circulates information to eligible borrowers. Collections may include books,				

journals, databases, videos, state and federal documents, and access to web sites.				
Desired Outcomes:				
That Iowans who cannot use standard print have access to printed materials of all kinds in alternative media.	Number of Iowans using services.	6,500	5,666	Department goal number three as stated in the strategic plan.
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. Org# LIBR A. Circulation of library materials.	Number of items (books, magazines, and playback units) circulated.	250,000	289,940	<p>Provide information and reader advisor services to patrons in person and by telephone; circulate books using automated system. Use qualified staff to perform functions.</p> <p>Receive new equipment from National Library Service (NLS); ship machines and accessories to patrons upon request; receive and clean damaged and returned machines; repair damaged machines. Use staff, volunteers, and prison inmates to achieve goals.</p> <p>Catalog new titles from NLS, locally produced books, and books purchased from other sources. Use automated system and professional librarian with cataloguing skills to perform work.</p>

				<p>Conduct public service announcement campaign; conduct public outreach activities including open houses, speaking engagements, conference exhibits, etc. Make initial contacts with all new patrons to retain or start services.</p> <p>Purchase and distribute sacred texts upon request.</p> <p>Label and ship books and video using automated system to generate mailing cards; receive returned books and magazines; inspect, rewind, repair, and re-shelve returned items; receive, label, inventory and shelve new books; excess and discard obsolete and unneeded volumes; inventory, shift, and maintain entire physical collection. Maintain proper inventory in automated system.</p>
<p>2.</p> <p>Org # LIBP</p> <p>Access to downloadable books online through BARD (Braille and Audio Recording Download)</p>	<p>Number of items downloaded from BARD.</p>	<p>40,000</p>	<p>46,024</p>	<p>As a National Library Service Network Library, provide information and assistance in to our library patrons in accessing BARD (Braille and Audio Recording Download) site and accounts. Include informational and account management for library patrons.</p> <p>Library adds locally produced Braille and audio items to BARD.</p>

				Conduct awareness campaign to inform patrons of BARD access.
3. Org # LIBP Production of materials in alternative media.	Number of items produced in alternative media.	1,400	1,875	Use staff, volunteers, and prisons program, record, duplicate, label, package, and ship recorded material to patrons and other requesting agencies. Use services of staff, volunteers, and prison program to transcribe printed material into Braille. Emboss, burst, thermoform, bind, label, and ship completed documents to patrons and other requesting agencies.
4. Org # INMC Instructional Materials Center and Braille Production services.	Number of educational requests filled by Instructional Materials Center.	1,100	1,537	Work closely with Iowa schools and area education agency personnel to fulfill requests for students' textbooks in alternative media.
	Percentage of Instructional Materials Center requests filled in a timely manner	97%	98%	Using services of staff, volunteers, prison programs, and contractors, provide requested textbooks and classroom materials in specialized formats at the same time as sighted peers receive their materials.
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Link to Strategic Plan Goal(s)

CF – Resource Management (Enterprise or Agency)				
Provides all vital infrastructure needs necessary to administer and support agency operations. Key activities may include financial and personnel services such as payroll, accounting and budget; purchasing of goods and services; media management; information technology enhancement, management and support; staff development; leadership; planning; policy development; maintenance of physical infrastructure and governance system development to achieve results for Iowans.				
<i>Desired Outcome(s):</i>				
Effective administration of the Department for the Blind.	1. Number of reportable comments in the annual audit. 2. Number of compliance issues raised by federal agency during monitoring visit.	1. No reportable comments in the annual audit pertaining to the Department. 2. No compliance issues raised	1. Two 2. No issues noted from	Supports all four goals in the Department's strategic plan for the period ending June 30, 2019.

		by federal agencies.	federal agencies	
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. Org# RESM Department administrative services.	1. Percent of compliance with Accountable Government Act.	1. 100 % compliance with Accountable Government Act	100%	1. Achieve compliance with Chapter 8E and executive orders.

